



Department  
for Work &  
Pensions

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: FOI 2283

DATE: 1<sup>st</sup> June 2016

Dear Brian Tanning,

Thank you for your Freedom of Information request received on 30<sup>th</sup> May 2017. You asked:

On 20th April, I made an FOI request as follows:

Please provide any Key Performance Indicators which apply to DWP around the handling of mandatory >reconsiderations of benefit decisions, especially turnaround time.

Please also provide historic performance against these indicators.

and received your response:

The key measures which are used by the Department for Work and Pensions to monitor Mandatory Reconsideration (MR) performance are:

- a) 90% to be cleared within target.
- b) 80% of the original decisions are to be upheld.

The performance measures for April 2016 - March 2017 are:

% MR Cleared within target = 70.2%

% MR Original Decision Upheld = 87.5%

Notes:

Upheld - percentage of MRs where the decisions have either been unfavourable to the claimant or where the previous decision has been maintained.

Thankyou for providing this information. However some of it is unclear. I hope you will be able to clarify:

1. What is the 'target' referred to? If it changes, would you please let me know what it has been over different periods?

2. The note: - which decision does 'where the decisions...' refer to, and which do 'the previous decision' refer to? The most likely reading seems to be that 'the decisions..' refer to the MR decisions being counted, and 'the previous decision' refers to the decisions which those MRs request reconsideration of. Unfortunately the language is not completely clear without context, so I would be grateful for clarification.

3. Which department's performance is measured against this KPI, particularly part b)? Again, there is a most obvious reading, which is that it is the department /s which undertake MR decisions, which then presumably do not also make the original decisions which they are then reconsidering. However, the language is again not completely clear without context.

NB -

For the sake of the clarity of what I am myself asking- I realise that 'department' could mean a number of different things in different organisations, but I am asking about any unit or subunit which is separable by function, so it may be more a 'grade' than a 'department' (eg senior decision makers, rather than decision makers).

4. Who is accountable within the DWP for their performance, as measured against these KPIs?

## **DWP Response**

You can expect a reply by 27<sup>th</sup> June 2017 unless we need to come back to you to clarify your request or the balance of the public interest test needs to be considered.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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## **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, 6-12 Tothill Street, London. SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)